APC BEST PRACTICES

Presenter

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NETC CLAIMANT APC

PROGRAM OVERVIEW

- RESPONSIBILITIES
- CITIDIRECT REPORTS
- PROCEDURES/DELINQUENCIES
- CA VIEW FILES
- DEVELOP E-MAIL DISTRIBUTION LISTS
- CITIBANK FORMS
- LIAISON BETWEEN CLAIMANT, CITIBANK AND DON EBUSINESS

RESPONSIBILITIES

- KNOWLEDGEABLE OF THE GCPC PROCESS
- DEVELOP STANDARD OPERATING PROCEDURES
- CONDUCT TRAINING EVERY SIX MONTHS
- TAKE IMMEDIATE MEASURES WHEN THERE IS MIS- USE OF THE CREDIT CARD
- ENSURE THERE IS A SPAN OF CONTROL
- VERIFY MONTHLY BILLING AND SINGLE PURCHASE LIMITS

RESPONSIBILITIES CONT'D

- DEVELOP DELINQUNCY PROCEDURES
- DEVELOP A PROCESS TO RECONCILE INVOICED AMOUNTS TO WHAT WAS PAID
- TRAIN LEVEL IV AND V APCS
- KNOWLEDGEABLE OF THE FINANCIAL SYSTEM

CITIDIRECT REPORTS

- UTILIZE ADHOC REPORTING
- UTILIZE THE CD WEB REPORTS

PROCEDURES/DELINQUENCIES

- CHECK EACH CYCLE TO DETERMINE ALL STATEMENTS WERE CERTIFIED FOR PAYMENT.
- RECONCILE THE STATEMENTS WITH WHAT WAS CERTIFIED AND WHAT WAS PAID
- CONDUCT RESEARCH ON ANY OUTSTANDING BALANCES TO DETERMINE WHICH CYCLE CAUSED THE DISCREPANCY
- DETERMINE WHAT CORRECTIVE ACTION TO TAKE
- OBTAIN ACCESS TO FINANCIAL SYSTEM

CA VIEW FILES

- PERIODICALLY REVIEW CA VIEW FILES LXF3110A AND LXF3110B FOR EXCEPTION OUTPUT.
- DETERMINE CORRECTIVE COURSE OF ACTION
- COMMAND APC AND FINANCIAL MANAGER MUST WORK TOGETHER ON CORRECTING THE PROBLEM IN STARS AND OR CITIDIRECT.

DISTRIBUTION LISTS

- DEVELOP E-MAIL DISTRIBUTION LISTS
- NOTIFY APPLICABLE PERSONNEL OF ANY CHANGES TO GCPC PROGRAM

CITIBANK FORMS

- ENSURE ACCOUNTS SET UP AND MAINTENANCE FORMS ARE PREPARED ACCURATELY
- CARDHOLDER ACCOUNTS SHOULD BE ESTABLISHED ON LINE
- DO NOT LET CARDHOLDERS BUY UNTIL ALL INFORMATION AND DEFAULT LOA HAS BEEN VERIFIED IN THEIR PROFILES, ALSO THE APPROVING OFFICIAL PROFILES

LIASION BETWEEN CLAIMANT, CITIBANK AND DON EBUSINESS

- CONTACT CLAIMANT WITH ANY QUESTIONABLE PURCHASES
- SEEK ASSISTANCE FROM CLAIMANT ON GCPC ISSUES FOR CLARIFICATION
- SEEK ASSISTANCE FROM CITIBANK CLIENT ACCOUNT SPECIALISTS ON BANK ISSUES
- CONTACT CLAIMANT APC/DON EBUSINESS FOR POLICY CLARIFICATION